

[0083] Numerous modifications and variations of the present invention are possible in light of the above teachings. It is therefore to be understood that within the scope of the appended claims, the invention may be practiced otherwise than as specifically described herein.

## Claims

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- [c1] A central service center for tracking at least one of a device state and a device event of a remotely located device, comprising:  
a receiver configured to receive at least one of a device state and a device event of a remotely located device; and  
a digital storage system configured to maintain a history of (1) the at least one of a device state and a device event of the remotely located device and (2) a service history of the remotely located device.
- [c2] The central service center as claimed in claim 1, further comprising:  
an analyzer configured to analyze the at least one of a device state and a device event of the remotely located device and for transmitting at least one of (1) a maintenance request, (2) a repair request or (3) a repair recommendation to at least one of a device dealer and a service center over a Wide Area Network.
- [c3] The central service center as claimed in claim 2, wherein the Wide Area Network comprises the Internet
- [c4] The central service center as claimed in claim 2, further comprising a transmitter configured to transmit the service history to the at least one of a device dealer and a service center.

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- [c5] The central service center as claimed in claim 2, further comprising a transmitter configured to transmit at least one of a maintenance request and a repair request to the device over the Internet.
- [c6] The central service center as claimed in claim 2, wherein the receiver comprises a configuration receiver configured to obtain system information from the device over a Wide Area Network.
- [c7] The central service center as claimed in claim 1, wherein the device comprises a business office machine.
- [c8] The central service center as claimed in claim 7, wherein the business office machine comprises at least one of a copier, a printer, a fax, a scanner, and a thin server.
- [c9] The central service center as claimed in claim 1, wherein the remotely located device comprises a mobile unit.
- [c10] The central service center as claimed in claim 9, wherein the mobile unit comprises at least one of an automobile, a boat, a train and an airplane.
- [c11] A computer program product, comprising: a computer storage medium and a computer program code mechanism embedded in the computer storage medium for causing a computer of a central service center to track at least one of a device state and a device event of a remotely located device, the computer program code mechanism comprising: a first computer code device configured to receive at least one of a device state and a device event of a remotely located device; and a second computer code device configured to maintain a history of (1) the at least one of a device state and a device event of the remotely located device and (2) a service history of the remotely located device.

[c12] The computer program product as claimed in claim 11, further comprising: a fourth computer code device configured to analyze the at least one of a device state and a device event of the remotely located device; and a fifth computer code device configured to transmit at least one of (1) a maintenance request, (2) a repair request and (3) a repair recommendation to at least one of a device dealer and a service center over a Wide Area Network.

[c13] The computer program product as claimed in claim 12, wherein the Wide Area Network comprises the Internet.

[c14] The computer program product as claimed in claim 12, further comprising a sixth computer code device configured to transmit the service history to the at least one of a device dealer and a service center.

[c15] The computer program product as claimed in claim 12, further comprising a sixth computer code device configured to transmit at least one of a maintenance request and a repair request to the device over the Internet.

[c16] The computer program product as claimed in claim 12, wherein the first computer code device comprises a sixth computer code device configured to obtain system information from the device over a Wide Area Network.

[c17] The computer program product as claimed in claim 11, wherein the device comprises a business office machine.

[c18] The computer program product as claimed in claim 17, wherein the business office machine comprises at least one of a copier, a printer, a fax, a scanner, and a thin server.

[c19] The computer program product as claimed in claim 11, wherein the remotely located device comprises a mobile unit.

[c20] The computer program product as claimed in claim 19, wherein the mobile unit comprises at least one of an automobile, a boat, a train and an airplane.

Sub A3 [c21] A computer-implemented method comprising: receiving at least one of a device state and a device event of a remotely located device; and maintaining a history of (1) the at least one of a device state and a device event of the remotely located device and (2) a service history of the remotely located device.

[c22] The computer-implemented method as claimed in claim 21, further comprising: analyzing the at least one of a device state and a device event of the remotely located device; and transmitting at least one of (1) a maintenance request, (2) a repair request and (3) a repair recommendation to at least one of a device dealer and a service center over a Wide Area Network.

[c23] The computer-implemented method as claimed in claim 22, wherein the Wide Area Network comprises the Internet.

[c24] The computer-implemented method as claimed in claim 22, further comprising transmitting the service history to the at least one of a device dealer and a service center.

[c25] The computer-implemented method as claimed in claim 22, further comprising transmitting at least one of a maintenance request and a repair request to the device over the Internet.

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- [c26] The computer-implemented method as claimed in claim 22, wherein the step of receiving comprises obtaining system information from the device over a Wide Area Network.
- [c27] The computer-implemented method as claimed in claim 21, wherein the device comprises a business office machine.
- [c28] The computer-implemented method as claimed in claim 27, wherein the business office machine comprises at least one of a copier, a printer, a fax, a scanner, and a thin server.
- [c29] The computer-implemented method as claimed in claim 21, wherein the remotely located device comprises a mobile unit.
- [c30] The computer-implemented method as claimed in claim 29, wherein the mobile unit comprises at least one of an automobile, a boat, a train and an airplane.

## Figures